EWEB ORGANIZATIONAL PERFORMANCE DASHBOARD
OPERATIONAL PERFORMANCE INDICATORS CY2018

Operational Performance Area	JOP	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Owner(s) (Lead)	Trend	Comments	Drivers
Customer Operations						McGaughey			Safety Call Center/Atrium Metrics Meter Reading Efficiency/Accuracy New - Transactional Survey (Quality) First Interaction Satisfaction Budget Adherence/Improvement Workforce Depth/Bench Strength
Customer Energy and Water Solutions						Gonzalez			Safety Outreach/Communications New Product Introductions New Product & Service Sales Key Account Satisfaction LI/EE Incentives vs. Result (kwh/gal/$) Budget Adherence/Improvement Workforce Depth/Bench Strength
Electric Engineering & Operations						Price			Safety Compliance Reliability (SAIDI/SAIFI, etc.) Disruption/Storm Response Project Execution (Cust.& Cap.) Budget Adherence/Improvement Workforce Depth/Bench Strength
Energy & Generation Operations						Ackerman			Safety Compliance Project Proforma/Gen. Availability Trading Operation (mitigation vs Mkt. performance) Legislative Influence Budget Adherence/Improvement Workforce Depth/Bench Strength

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OPERATIONAL PERFORMANCE INDICATORS CY2018

Operational Performance Area	JOP	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Owner(s) (Lead)	Trend	Comments	Drivers
Water Engineering & Operations						Damewood			Safety Water Quality/Compliance Reliability (breaks/mile) Disruption Response Project Execution DWSP Execution Budget Adherence/Improvement Workforce Depth/Bench Strength
Finance						Fahey			Safety Board Financial Metrics Budget Adherence Procurement/Cost Improvements Budget Adherence/Improvement Workforce Depth/Bench Strength
Human Resources						Kostopulos			Workforce Metrics Safety (Overall) Compliance Health & Wellness Labor Relations UltiPro Project Execution Workforce Depth/Bench Strength Budget Adherence/Improvement
Information Services						Barton			Safety O&M Spending/Reduction Cyber Security Compliance Project Execution Workforce Depth/Bench Strength Budget Adherence/Improvement

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OPERATIONAL PERFORMANCE INDICATORS CY2018

Status = Traffic light indicators represent past performance for the quarter

Trend = Arrows are a projection of future results

Red Light = Significant actual or projected miss in cost, scope or schedule. Issues that will likely cause material impacts.
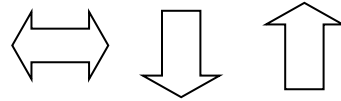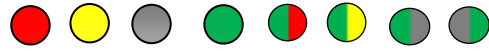
Yellow Light = Potential or minor miss with respect to cost, scope or schedule. No major impacts in spite of miss.

Gray Light = too early to tell; metrics in process of being defined or collected.

Green Light = Completed or projected to complete with respect to cost, scope or schedule. Results exceed or expected to exceed objective.

Split Color Light = Two distinct reporting results, which will be explained in the comments section.

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EWEB ORGANIZATIONAL PERFORMANCE DASHBOARD
STRATEGIC GOALS CY2018

	Strategic Initiatives	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Owner(s) (Lead)	Trend	Comments	Drivers
Customer Confidence	***Customer Confidence – Operational Performance***					Executive Leadership (Lawson)		We will use operational metrics to ensure that our compulsory work is as desired, continuously improving our cost/efficiency in specific areas, facilitating customer confidence, and not preventing our investment in strategic breakthroughs.	See Operational Dashboard
	Customer Confidence – Technology/ Customer Information System (CIS)					Barton/ Fahey/ McGaughey (Barton)			Configuration & Deployment Milestones (Live in 2019)
	Customer Confidence – Technology/ Advanced Metering Infrastructure (AMI)					Price			Deployment Milestones
	Customer Confidence – Targeted Areas: 1. **Limited Income** 2. **Rental Housing** 3. **Residential/Commercial Developers**					Gonzalez		In support of our strategic objective to *"emphasize programs and leverage partnerships with other institutions that support vulnerable members of our community"* a new marketing/sales organization will drive our improvement in serving our limited-income populations, energy efficiency and water conservation of rental housing, and the simplicity/effectiveness of working with construction/developers.	Amount/Type of Assistance (Customers Served) New Products & Services Launch/Sold Ease of Process (Lead time & Cost)

EWEB ORGANIZATIONAL PERFORMANCE DASHBOARD
STRATEGIC GOALS CY2018

Electric Resources	*Influence regulatory and legislative issues that support/increase the value low-carbon resources.*					Ackerman		Four areas of development: Resource/Portfolio Performance, Legislative/Regulatory, Market Conditions/Trends	EWEB Strategic Update Carbon Legislation Climate Recovery Ordinance Climate Energy Action Plan (CEAP)
Resiliency	*Resiliency* – **Commission our first neighborhood emergency station (water & electricity)**					Damewood Price (Damewood)		Neighborhood Water and MicroGrid/Source(s) Calapooya H.S.	Design & Commissioning Milestones
	Resiliency – **Electric Master Planning**					Price		Including: Infrastructure Replacement Resiliency-Black Start Resiliency-Distribution Flexibility Reliability & Safety	Milestone- Planning (May)
	Organizational Development					Exec. Leadership (Lawson)		Create policies and invest in employee development strategies which cultivate an environment that inspires our workforce to become more dynamic, embrace change and challenge, make decisions, continually improve, and take actions, communicate and work respectfully together toward common goals.	Directional Alignment Workforce Dynamics Supervisor Competency Employee Development Integrity & Respect Workforce Depth/Bench Strength

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